



Dear Future Bride,

I want to personally thank you for considering One10 for your special day. I was once in your shoes, wading through the laundry list of vendors and trying to make some sense of it all. It's like a part time job!

Unknowingly, I blindly booked my hair and makeup team, and I was extremely disappointed in the experience. Luckily my bridesmaids and I do this for a living, and we were able to jump into gear and get ourselves ready for my wedding. Not every Bride could be so lucky to have the best hair and makeup artists in their Bridal Party!

I vowed from then on that I would make sure each Brides experience with my company would be flawless. I invite you to learn more about us, our policies, and read some of our frequently asked questions. Feel free to reach out to me personally should you have any questions, feedback, or need guidance on anything related to your wedding.

In addition, I invite all of my contracted Brides to our Blow Out Bar, One10 Beauty House, during the time leading up to their wedding to experience all we have to offer at an exclusive discount just for our Brides. That's any service, any time, all the time, from the moment you sign with us, to the day of your wedding.

I hope you find everything you are looking for and more in this guide. We want to make sure we are the right fit for each Bride we partner with. If you decide we are not for you, we are happy to refer you to another team in Nashville that might! At the end of the day, I just want you to feel the most beautiful on one of the most important days of your life.

Warm Regards,

*Jennifer French*

Jennifer French

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# BRIDAL BOOKING GUIDE AND FAQ

## RESERVING YOUR DATE

The first step in our booking process is to fill out the Bridal contact form via web or call us at (615) 927-8940. We will check availability for your date, answer your questions or we can set up a consultation in person! Our Bridal Coordinator is available Tuesday-Friday from 9am-5pm.

Due to our demand for services we send out several agreements daily. Unfortunately, we do not have the capability or man power to monitor agreements in order to notify a bride if her date is in danger of being booked. We suggest calling or setting up a consultation in order to expedite the process if you have concerns you would like addressed prior to partnering with us.

We do not reserve dates without the retainer and signed agreement The retainer typically pays for your trial run, or 50% of your Bridal fee. The remaining is due the day of the event.

## SERVICE MINIMUMS & TRAVEL

Our wedding business has grown significantly this past year and that has limited our availability. We unfortunately have to reserve our team for a service minimum of \$450 on the day of the event. That equates to bridal hair and makeup service plus 4 additional services. Anything less than \$450 will pay a service fee of \$100.

All of our packages qualify for on location service.

Travel is complimentary within 30 miles of 703 Craighead street, Nashville TN 37204

Travel outside of that radius is charged based on availability, time, and mileage.

## CALL TIME & FINISH TIMES

Our team prides itself on being on time, prompt, and finishing on schedule. The call time and finish time on the agreement is the time you are reserving the team. Should we finish ahead of schedule the artists are not required to stay on location, we will happily take care of all of your needs prior to exiting the location.

We typically do not schedule service times longer than 4 hours. Should you have several services, we provide more artists as opposed to more time. We will dictate how

long it will take based on the number of services and artists we deem necessary to ensure a smooth schedule and that everything runs perfectly.

Should you need to change the time from what originated on the agreement, it will be based on our current availability and is not always possible. Any time changes must be agreed upon, in writing (via email) and confirmed.

Any changes in the schedule are the bride's responsibility to request and need to be requested a minimum of 30 days prior to the wedding date. Again, schedule changes may not always be available.

Your photographer is a great person to confirm your timeline with as they are the ones that dictate when your pictures will begin. We are happy to contact them on your behalf if you provide us with their information.

## **LATE POLICY**

Brides/Bridal parties that are late/miss services are not reimbursed for their services should they not be able to be completed. We will not be able to stay passed the time we have scheduled on most occasions. Should we have room in the schedule to stay and complete services there will be an additional \$35 per 30 minute per artist charge in addition to services on the contract. Additional charges start incurring after 15 minute and are rounded up to the next half hour. *Example: If you are 45 minute late you will be charged for 1 hour.*

## **ADDING / SUBTRACTING SERVICES**

We are happy to make service changes to your agreement. Any additional service additions/subtractions need be made 30 days prior to the wedding. Should you subtract services from the agreement, please note that there might not be room to add them later on should someone change their minds. New services will be added to the contract based on current availability. All services agreed upon may not be changed within the 30 days prior to the wedding.

## **SAME DAY ADD-ON SERVICES**

Same day add-on services may be made if there is time and after all other contracted services are completed. Please notify your party if anyone is thinking about adding services to communicate with us at the beginning of the wedding so we can plan accordingly.

Add-on services will be charged at full rate and not the package rate. Please make sure that new patrons do not sit down in an artist's chair for service without notifying the artist they are an add-on service as this can prevent a contracted service from being done if there is no remaining time left.

## **PREPARATION FOR SERVICES**

Information on preparation for services will be sent out on the Tuesday prior to the wedding along with another confirmation for your wedding day. Please forward the preparation for services along to your bridal party and patrons receiving service.

Patrons receiving hair services should have day old dry hair. The best prep to consider is washing and styling for the rehearsal dinner the night before then come brushed and ready for service the next day. We are also happy to schedule blow outs for you rehearsal dinner at Beauty House if you would like!

Any patrons arriving to service with wet or damp hair may be charged and additional \$30 for a blow dry. While hair is best day old, it is not recommended that you come unwashed longer than 24 hours.

Patrons receiving makeup services should come with a clean face free from mascara.

## **LASHES, HAIR EXTENSIONS, TWEEZING & OTHER ADDITIONAL SERVICES**

Our artists come equipped with lashes should patrons choose to add the service for \$10. Artist's lashes come from their personal kit. Payments for lashes should be made directly to the artist with cash or check. Bridal lashes are always included.

Clip in Hair extensions may be brought and added to your service, the cost is \$10 per standard single pack application. More than your standard 1 pack of clip in extensions will be charged at \$10 per pack. The total will be charged to the card on file unless other arrangements are made. Bridal services include extension application.

Tweezing sometimes is needed, a few strays here and there are part of your service. However, we do not have time to fully shape brows or tweeze large amounts of facial hair. We ask that you come already tweezed and waxed. We have a full range of waxing and threading services at Beauty House.

Airbrushing body parts to cover freckles, scars, tattoos etc., are not included in service and are extra charges based on the size of the area. We ask that you inquire about

these services in advance should you need them. If the areas are small and can be added on we will determine the price on site.

All of these additional services will be charged to the card provided in this agreement unless other arrangements are made.

## **PARKING**

Parking charges incurred are due the day of the event and will be charged to the hotel room, or card on file unless other arrangements are made. While we try to keep our vehicle count low, if you have multiple artists this may not always be possible and you will be responsible for each artists parking. Many hotels will waive the parking for us if you negotiate it prior to the event. We suggest working with your hotel to arrange free parking for your artists as part of your arrangement with them if you can!

## **PAYMENT**

We accept 1 check on the day of the event for payment. If paying by card, there is a 4% added processing fee. We do not accept individual payments. Should you need to take payment from your bridal party we suggest having them bring cash, and then A.) Have 1 envelope with the cash and/or 1 check from the bride or B.) Have them pay you directly and leave us 1 check. Any added charges will be charged to the card on file.

## **TRIAL RUNS**

We suggest booking your trial run 4-6 weeks prior to your wedding. Any longer than that and you may find that you have changed looks, or we will rely on our images taken at the trial. We prefer to see you closer to the wedding so that we have a fresh image in our minds and not rely on our images alone.

Should you want to try us before signing we suggest you visit us at Beauty House. Please note that we do not perform actual trial runs without the contract signed and booked. Reason being, your date or artist may no longer be available if your artist is booked on a wedding in the meantime. We would hate for you to lose your date while awaiting your trial. Since you are refunded and released from your agreement if you are unhappy with your trial, there is no risk to you.

Trial runs are scheduled for 1 hour and 15 minutes. We allow enough time to try out your look and make edits, or, try out multiple looks as long as it's within the time frame. Should you go over the allotted time you will need to schedule and pay for another trial run.

You have 48 hours to let us know if for any reason you were unhappy with your trial. At that time we would either reschedule you with another artist, or release you from the agreement. Should you decide within 48 hours not to move forward with us after your trial run we will refund your trial run payment. We want all of our brides to be confident and comfortable.

Outside of 48 hours, should you decide you would like another trial run you will be responsible for paying for another trial at the rate of \$75 for hair and \$75 for makeup.

## **CANCELLATIONS**

Should you decide to cancel service with us we request 30 days' notice to avoid being charged 50% of the final balance or 100% of the balance within 15 days of the event. Outside of 30 days you are free to cancel at any time.

## **SICKNESS/RANDOM ACTS OF GOD**

If for any reason your lead artist is sick, or unable to make your wedding due to unforeseen circumstances we will replace your artist and refund your trial run. We will schedule an additional trial run at no additional charge where applicable.

If there is a weather related event or random act of God that prevents us from being able to service your wedding we will refund all monies paid. If there is a severe traffic accident, etc., that causes us to arrive late we will do our best to finish on schedule or send other artists to allow us to finish on schedule. We typically add in a time cushion for these types of unforeseen events.

## **RIGHT TO REFUSE SERVICE**

We understand that wedding planning can be stressful and we do our best to make sure that we are not adding to your stress in any way. However, if at any time we feel we are being mistreated, degraded, unreasonably hassled, or just uncomfortable in any situation at any time we reserve the right to discontinue or cancel services all together without refunding any monies paid thus far.